

**Development of the Searching Module  
in MY Lost and Found Website**

by

Izra Syaziella Binti Ismail

Dissertation submitted in partial fulfilment of  
the requirements for the  
Bachelor of Technology (Hons)  
(Business Information System)

JULY 2009

Universiti Teknologi PETRONAS  
Bandar Seri Iskandar  
31750 Tronoh  
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# **CERTIFICATION OF APPROVAL**

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Approved by,

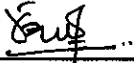
  
(NORSHUHANI ZAMIN)

UNIVERSITI TEKNOLOGI PETRONAS  
TRONOH, PERAK

July 2009

## CERTIFICATION OF ORIGINALITY

This is to certify that I am responsible for the work submitted in this project, that the original work is my own except as specified in the references and acknowledgements, and that the original work contained herein have not been undertaken or done by unspecified sources or persons.



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IZRA SYAZIELLA ISMAIL

## **ABSTRACT**

Major problems when people lost their belongings or when someone accidentally found others' belongings are the difficulty in returning them back to the right owner and also the lengthy police report procedures they have to follow. This report presents the development of MY Lost and Found website. It is a region-based online service made for Malaysian to easily search for items they lost and also to advertise items that people found. The suitable algorithm is studied as to capture and match the lost and found data. To fulfil the objectives of the project, System Development Life Cycle will be implemented throughout this project. The methodology selected is prototyping-based where the analysis, design and implementation phases are performed repeatedly and the prototype also evolved concurrently from cycle to cycle until the system is completed. As a result, the website application is developed which demonstrates the simple and user-friendly Graphical User Interface for capturing lost and found item's description and the searching and posting module has been integrated together to solve the matching problem.

## **ACKNOWLEDGEMENT**

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## TABLE OF CONTENTS

<b>CERTIFICATION OF APPROVAL</b> .....	i
<b>CERTIFICATION OF ORIGINALITY</b> .....	ii
<b>ABSTRACT</b> .....	iii
<b>ACKNOWLEDGEMENT</b> .....	iv
<b>CHAPTER 1: INTRODUCTION</b> .....	1
1.1 Background of Study.....	1
1.2 Problem Statements.....	2
1.3 Objectives.....	3
1.4 Scope of Study.....	3
<b>CHAPTER 2: LITERATURE REVIEW</b> .....	4
2.1 Existing System Available.....	4
2.2 Graphical User Interface (GUI) .....	5
2.3 Searching Application.....	9
<b>CHAPTER 3: METHODOLOGY</b> .....	11
3.1 System Development Life Cycle (SDLC).....	11
3.1.1 Planning.....	12
3.1.2 Analysis.....	13
3.1.3 Design.....	13
3.1.4 Implementation.....	14
3.2 System Flowchart.....	14
<b>CHAPTER 4: RESULTS AND DISCUSSION</b> .....	16
4.1 Preliminary Studies.....	16
4.1.1 Use Case Diagram.....	16
4.1.2 Requirements-Gathering Technique - Questionnaires.....	17
4.2 Preliminary Results.....	20
4.2.1 System's Home Page.....	20
4.2.2 System's Menu Page.....	21
4.2.3 System's Services - Search Item Page.....	21
<b>CHAPTER 5: CONCLUSION AND RECOMMENDATION</b> .....	23
<b>REFERENCES</b> .....	24
<b>APPENDICES</b> .....	26
<b>APPENDIX 1</b> MY Lost and Found Gantt Chart.....	26
<b>APPENDIX 2</b> Questionnaires.....	27

## **LIST OF FIGURES**

Figure 2.1	The FoundBin.com User Interface	7
Figure 2.2	The lostandfound.com User Interface	7
Figure 3.1	Prototyping-based Methodology	11
Figure 3.2	MY Lost and Found System Flowchart	14
Figure 3.3	Use Case Diagram for System's Searching Module	16
Figure 4.1	Results of Questionnaire (female) using Stacked Column Chart	19
Figure 4.2	Results of Questionnaire (male) using Stacked Column Chart	19
Figure 4.3	System's Home Page	20
Figure 4.4	System's Menu Page	21
Figure 4.5	System's Services - Search Item Page	22

## **LIST OF TABLES**

Table 2.1	Summary of existing website and online system available	8
Table 4.1	Results of questionnaires distributed to students	18

# **CHAPTER 1**

## **INTRODUCTION**

### **1.1 Background of Study**

Internet nowadays looks a little bit different from what has been pictured a few years ago. People are fully utilising World Wide Web or the Internet to get the current and latest information. Not just that, Internet applications applied during this decade have evolved from information hub to social 'meeting' places such as Friendster [1], YouTube [2], Facebook [3], Amazon.com [4] and e-Shopping [5] where people can communicate with each other directly to meet their own needs and desires. Just by searching and browsing over the Internet, they can capture the information needed and that would really help them in dealing with their busy daily routines.

Taking this advantage, this application system is invented in order to help people communicate their lost and found items with other people. It is also one of the approaches to meet the social obligation in Malaysia which is to make something that is worthy and beneficial to all Internet users. As far as concerned, there is not any Internet application or website that is region-based in Malaysia which performs this kind of service to the people. It can help solve a lot of drawbacks and problems such as police report lengthy procedures people have to follow and difficulty in getting or returning back the belongings to the right owner.

In addition, this project is a collaboration project with a company specialized in embedded system - Smart Platform (M) Sdn. Bhd. This will be the supportive point on the importance of inventing this kind of online service now in order to help solve the missing items in a productive and easy way. Other than the author, there is also another team mate named Nur Adibah Rahmat, who will work on this project and focus in the development of the Posting Module, as what has been agreed with the supervisor and Smart Platform.



## 1.2 Problem Statements

Most people experienced in losing their belongings which might be misplaced somewhere they could not remember. News and advertisements on people searching or looking for their missing valuable things (such as jewels, arts, antiques, important documents, pets and personal belongings) have always been heard everywhere, especially in Malaysia. In response to that, the missing items might be found by other individuals, but in order to return the items back to the right owners seems a little bit difficult. Normally lodging a police report is a common thing people will do in order to report on their lost or found items. But, it seems that police report involves quite a number of procedures such as the access to public information and investigation length, which might be very time-consuming for people to just simply wait for the results and kept worrying whether their missing items were found or not.

This is where the online service for lost and found items, MY Lost and Found website can be implemented to cater the hitches. Apart from no longer facing the lengthy police report procedures, the website can also be utilised as a strategic, conducive approach to solve the problems of those who lost their missing items to get them back in a short time. MY which uniquely stands for Malaysia is to focus the development of the website specifically for the people within Malaysia only (region-based).

At the present time, there are already a few lost and found websites [6-9] being developed over the Internet worldwide. However, it is not convenient for people in this country to use them as they might face the limitation of country boundary, thus will create delivery problems and time-consuming problem. Moreover, it is quite impossible and wasteful for an outsider to report what they found in Malaysia in another country's website just to expect the owner to check on the same website and return the items to him or her. Hence, apparently the unique MY Lost and Found website in Malaysia is the best solution for all the drawbacks faced by people in the country nowadays.

### **1.3 Objectives**

As this project is an industrial collaboration and team work project, the objectives of the project have been categorized based on general and specific criterion. The general objective to be achieved by both of the author and her team mate is:

- To develop a website that can be used by people to search for items they lost and also to advertise items that people found

The specific objectives that we have to achieve individually are:

- To design and create user-friendly page for user to search their lost or found item (author's part)
- To design and create user-friendly page for user to post their lost or found item (team mate's part)

### **1.4 Scope of Study**

The scope of study for this project will be completed within one (1) year time frame (two semesters) and divided into two (2) phases. The first phase will touch on the technical part of the development of MY Lost and Found website in Malaysia where the author needs to understand the working principle of a website with a user-friendly GUI criterion. Besides that, research on existing applications and websites that have already implemented any applicable algorithms example that can be applied to our website will also be stressed on.

The second phase will cover the design and development work, where MY Lost and Found website will be developed. This part will involve implementation from the researches and studies made earlier in the first phase and the selected algorithm will be applied in the programming language. This phase will bestow a better and clear view, understanding and clarity on all the researches conducted previously. Both Phase 1 and Phase 2 are due to be completed within the first semester (Semester January 2009) and second semester (Semester July 2009) respectively.

## **CHAPTER 2**

### **LITERATURE REVIEW**

#### **2.1 Existing System Available**

Most of the websites have narrow-focused scope which means they focus the search items or belongings only to a certain category. For example, The LostPets.com applied narrow-focused scope in their services which is searching only for missing animals (cats and dogs only). The FidoFinder.com [7] is where the lost dogs are being advertised and TabbyTracker.com [7] advertised missing cats. These two websites only focus on missing animals, and just those two kinds of animals are being focused which are cats and dogs.

There are websites available to search for many categories from lost animals to missing personal belongings, for example Lost and Found.com [8] and The Found Bin.com [9] which advertise varieties of missing and found items. There are some websites which rewards those who found the missing items and some websites provide no reward or payment at all.

In spite of the availability of lost and found websites everywhere over the Internet at the present time, some enhancements still need to be done. All existing websites found are not based in Malaysia, thus it is not convenient for Malaysian people to use the services. It will be difficult for people in this country to report or search for their missing items over the websites of other countries. Limitation of country boundary is one of the problems as most websites are based in United States and Canada. Logically, chances are low for the owners to get back their missing items because if they lost their items in Malaysia, it is quite impossible for people who found the items to advertise in other countries' lost and found websites unless if the owner went to another country and somebody from there advertised the missing items in that website. Another drawback of not having the lost and found website in this own

country is that the delivery cost will be higher when they want to post back the items to the owner in Malaysia and it may take about a few months in order to get back the items.

An alternative should be developed for the same type of online service in the country so that it can benefit our Internet users as well and it is being focused on region-based type of online service. Take an example of eBay [10] website and its alternative e-commerce service developed in Malaysia, Lelong.com [11]. The idea of developing an alternative online service for eBay in the country is to make it easier for the Malaysian people to search for their preferable categories or items to buy and the price might be lower than those sold in eBay.

## **2.2 Graphical User Interface (GUI)**

Deitel [12] claimed in his book that a simple but user- friendly website should be implemented to produce good website with suitable GUI applications since Internet users nowadays are accustomed to applications with GUIs. Users want applications that employ the multimedia capabilities of graphics, images, animation, audio and video which are not limited to the desktop and local computer network only but can run on the Internet and World Wide Web components as well as other remote databases. The website will have to apply both file-processing techniques and database technologies.

Existing websites applied GUI in their applications. Some are easy to be used whereas some other websites are difficult to be understood by certain users because of its graphical complexity. Figure 2.1 and Figure 2.2 shown below are examples of the screenshots captured from the lost and found websites which implement accustomed application of GUI and make users easily understand and know how to use the websites.

Both interfaces shown in the next pages have their own strengths and drawbacks that have to be improved in the new application system developed in this project. The FoundBin.com [8] is a website that gives easy access even to non-technical people. It

uses simple yet easy-to-understand GUI applications with scalable fonts, attractive icons and colours being implemented in the main page. Those first time visitors who visit the website can easily understand what to do and how to use all applications available in the website. The Lost Item section and Found Item section have been divided into two different sections where those who lost something can post the lost item in 'Post My Lost Item' and then can also straight away search for any listed lost items that are available or might be matched with his / her lost item in 'Search Found Items' that other people posted.

While the Lostandfound.com [9] website presents more detailed information and various widget applications which might be significant for certain group of people (those who are already experts in using Internet applications) and might not be for another group. The font displayed is not very scalable with smaller fonts and the interfaces look more to business and corporate view compared to FoundBin.com [8] which looks more general and suitable for all ages. There are some applications or information displayed in the website that seems useful for users. For example, there is a 'Statistics' box displayed at the up-right corner of the website. It shows the amount of users who have experienced losing or finding items all around the world and in the United States specifically, and also shows how high the rewards have been offered by the owner of lost items to those who found them. Other than that, the 'Spotlight Ad' also is very useful to advertise latest lost or found item that people posted for the day, and people can just select their preferable sections from the menu bar displayed at the left side.



Figure 2.1: The FoundBin.com [8] User Interface

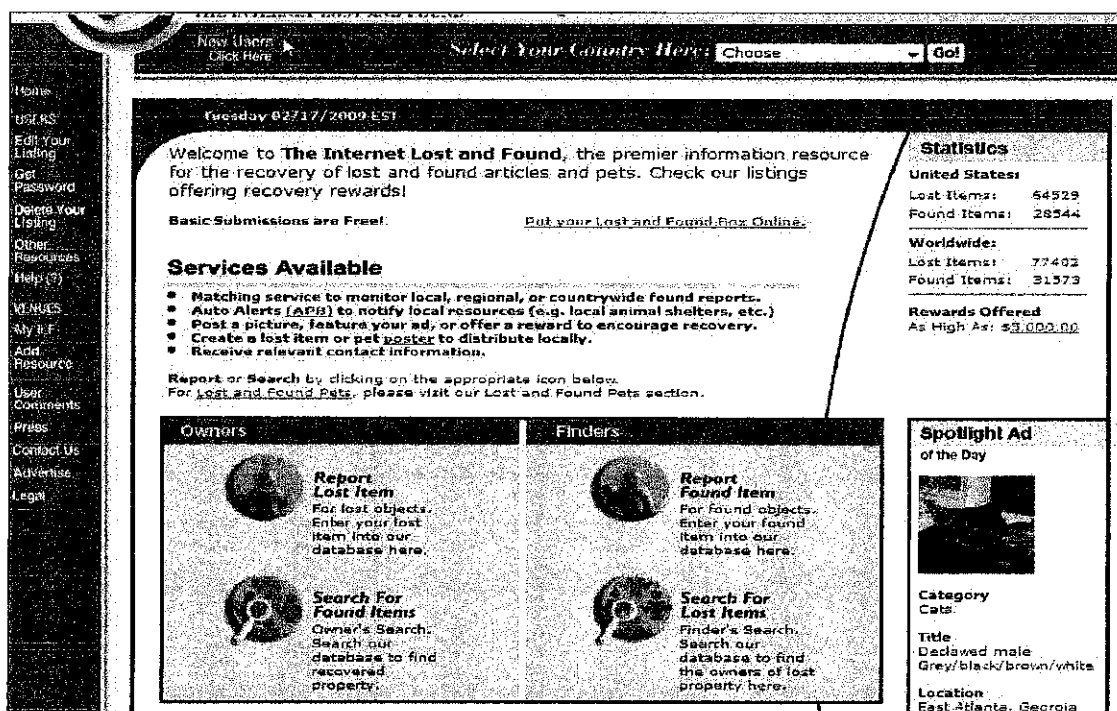


Figure 2.2: The lostandfound.com [9] User Interface

After making an analytical, critical and objective review on these online services [7-9], the literature review mentioned in this section can be summarized in the table below:

Table 2.1: Summary of existing website and online system available

Website/ System	Link	Region	Details
The LostPets.com[7] (searching for missing cats and dogs)	<a href="http://www.thelostpets.com">http://www.thelostpets.com</a>	USA, Canada	GUI criteria: <ul style="list-style-type: none"> <li>• Simple and user friendly</li> <li>• Easier access for non-technical people</li> <li>• Colourful icons and designs</li> <li>• Division of page sections (lost and found) are applied</li> </ul>
			Weaknesses: <ul style="list-style-type: none"> <li>• Narrow-focused</li> <li>• Limitation of country boundary</li> </ul>
The FoundBin.com[8] (online lost and found community)	<a href="http://www.thefoundbin.com">http://www.thefoundbin.com</a>	World wide	GUI criteria: <ul style="list-style-type: none"> <li>• Simple and user friendly</li> <li>• Easier access for non-technical people</li> <li>• Scalable fonts, attractive icons</li> <li>• Division of sections (lost and found) are applied</li> <li>• Additional, informative applications – Statistics and Spotlight Ad</li> </ul>
			Weakness: <ul style="list-style-type: none"> <li>• Worldwide use</li> <li>• Delivery cost</li> <li>• Time consuming</li> </ul>
Internet Lost and Found® Inc.[9] (online lost and found resource)	<a href="http://www.lostandfound.com">http://www.lostandfound.com</a>	World wide	GUI criteria: <ul style="list-style-type: none"> <li>• Corporate and business look</li> <li>• Detailed information</li> <li>• Various widget applications</li> <li>• Smaller fonts</li> </ul>
			Weaknesses: <ul style="list-style-type: none"> <li>• Worldwide use</li> <li>• Delivery cost</li> <li>• Time consuming</li> </ul>

### 2.3 Searching Application

As the author's part is focused more on the searching module, there are also researches made on how the existing system or website applied the searching application in their system or website. It is important to build a simple yet useful searching application in our system so that it will be much easier for users to handle our system.

The LostPets.com [7] applied it by asking the users to search for their lost or found pet listings before proceeding to register users' lost or found pet. When users have register to the website, the pets' information will be added to the database thus users will begin to receive email updates if there is any information regarding their pets. When someone lost a pet, he can search the found pets' listings based on his characteristics which includes the breed, colour, size and gender, as well as to search for it in the postal code area. If the owner's pet is found in the listings, the owner can send a message to the person who found his pet. If he does not find his pet in the listings, he can register the pets' information in the lost pet so that later on the owner can receive email updates when similar found pets are added to the website.

It applies the same to these two websites which are The FoundBin.com [8] and Internet Lost and Found® Inc.[9]. They separated their search categories for items lost and found in different sections. They also provided main search application for users to search randomly for the types of items lost or found while advanced search application is used for users to specify their information of items in detailed. For example in FoundBin.com [8], the location of the missing and found items is used as the main search criteria. The advanced search application for the website includes other criteria such as item's brand, size, colour and what was in the item (for example there are some documents in the missing backpack), and within how many miles the user lost or found the item.



For Internet Lost and Found® Inc.[9], the main search application includes the criteria of the item's category, colour, location type, city or town where the item has been lost or found, state and the postal code. It can be seen that the website already focused more in the main search application as to get the most accurate data that will be matched with the information they have in the database. In the advanced search application, they ask users to specify how many days the user wants to view the results of items' lost and found information in the results page.

## CHAPTER 3

### METHODOLOGY

#### 3.1 System Development Life Cycle (SDLC)

To achieve the objectives of the project, the System Development Life Cycle methodology will be used throughout this project. Dennis A. [13] points out that SDLC is commonly used for any information system development project as it is a “process of understanding how an information system can support business needs, designing the system, building it and delivering it to users” (p.1). SDLC includes four (4) phases which are planning, analysis, design and implementation where each phase consists of different series of steps, techniques and deliverables.

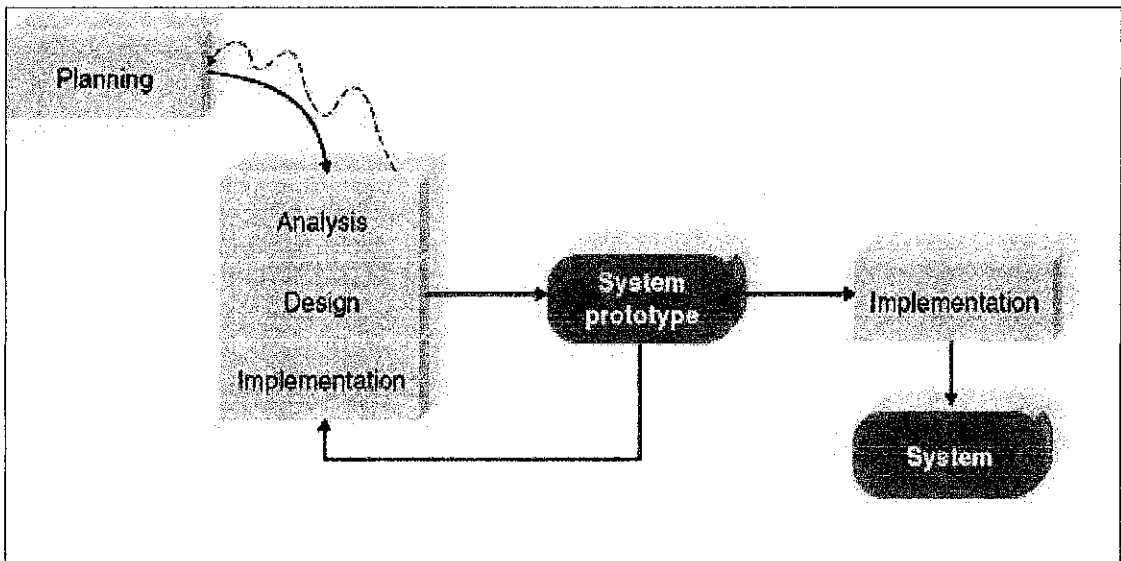


Figure 3.1: Prototyping-based Methodology

To implement SDLC, selection of methodology is crucial and therefore prototyping-based methodology has been selected after making a few considerations on system complexity and reliability, short time schedules, clarity of user requirements, technology familiarization, and schedule visibility.

Prototyping is one of the methodologies under rapid application development based where it concurrently repeats the analysis, design, and implementation phases in a cycle until the system is completed. Dennis A. [13] says “it very quickly provides a system for the users to interact with, even if it is not ready for widespread organizational use at first”. This is because the first system prototype that has minimal amount of features will be worked out after the first cycle of analysis and design phases being done. The prototype is then shown and tested by users to proceed with the second cycle and prototype with additional features being added.

### **3.1.1 Planning**

Planning is the fundamental phase in SDLC where the project objectives are being assessed and expectations whether the new system has to be built or not are identified. In planning phase, project management workplan is one of the major activities involved. The workplan information will be performed in a Gantt chart where the duration of each task is shown and focused into. The Gantt chart will be used continuously throughout the project development and the tasks and time line charted in the Gantt chart must be followed accordingly. The advantage of using Gantt chart is user can make sure that the project will be always on track and will not face overdue tasks or timeline expiration. MY Lost and Found Gantt chart is created using Microsoft VISIO and is attached in Appendix 1: MY Lost and Found Gantt chart.

MY Lost and Found Gantt chart summarizes the tasks and duration tasks that will take place in each project phase. This chart will be used continuously by the author throughout the project development to make sure that the project will be always kept on track. As shown below, the fundamental phase which is planning occurs in the first place. Three phases which are analysis, design and implementation phases will then occur concurrently and repeatedly in a cycle. The ‘re-analyse, re-design and re-implementation’ task represent the cycle of those three phases and is expected to be performed starting from the month of July until September.

### **3.1.2 Analysis**

The analysis phase will involve investigations and reviews on current systems related to the project which are already in the market and suggestions or recommendations for any improvement to be made on those systems are discussed. As a result, a new system with new concept will be delivered and possible enhancements are gradually developed during this phase.

Before delivering the system, gathering all possible information and requirements from other users and individuals are important so that the feedbacks and comments given by them can be documented and taken into consideration in order to better enhance the product or system which in this case is the website itself. It is said that the requirements-gathering process is an important part in a project where “it can be used for building political support for the project and establishing trust and rapport between project team and users” (p.137) [13]. Questionnaire has been chosen as one of the techniques used in this project as we can get information and opinion from a large number of people. According to Dennis A. [13], “questionnaires are commonly used for systems intended for use outside of the organization (e.g., by customers or vendors) or for systems with business users spread across many geographic locations” (p.147).

### **3.1.3 Design**

Most of the system operation happens during design phase; architecture design, interface design, database and file specifications design and program design. The deliverables in this phase are the design of user interfaces (screen design), forms and reports, as well as the tools or requirements needed in this project (for examples: the programming codes, database software, and other files).

The development of architecture design includes the tools and requirements implemented in the project which in this case are Macromedia Dreamweaver (which includes HTML, PHP, ASP, CSS, JavaScript & XML scripting language), XAMPP (a free and open source cross-platform web server package, consisting mainly of the

Apache HTTP Server, MySQL database, and interpreters for scripts written in the PHP and Perl programming languages) and NAVICAT Lite for MySQL (a multi-connection Database Administration tools which allows to connect to MySQL).

3.1.4 Implementation

The final phase of SDLC is the implementation phase. It is the longest and most expensive part of the development process where the system is built and tested to ensure it performs as designed, installed using different types of approaches and strategies, and also being maintained using its own support plan.

3.2 System Flowchart

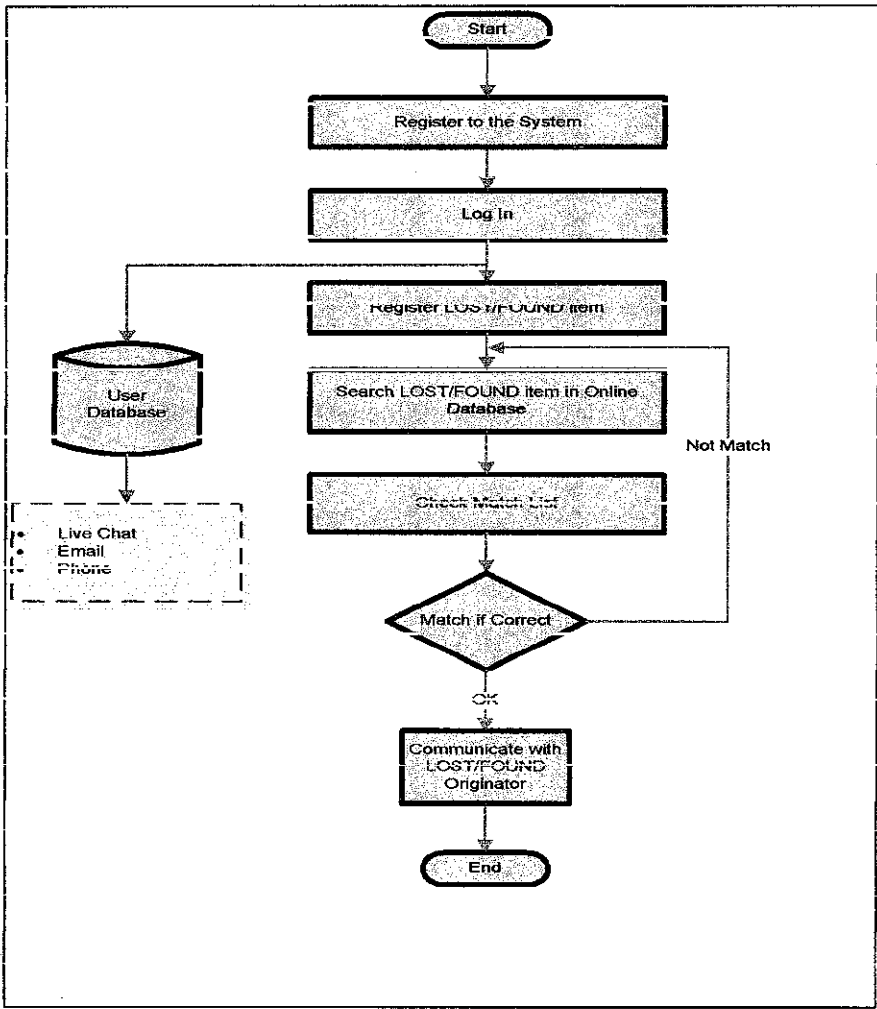


Figure 3.2: MY Lost and Found System Flowchart

Figure 3.2 above shows how the application would work as suggested primarily by the collaborator's company. By registering first as a user, the website can track the user's location and segregate the lost and found items. The user will then be alerted of the terms and policies of the website before he is able to report on any lost or found item. The system database which support and linked to the system will then list down the matching list of items (Match List) which have been reported by previous users. User can check and verify whether the listed items satisfy their item's criteria or not. If the owner is still not satisfied, he also can communicate with those who found the missing item to confirm in detail whether it is his belonging or not.

## CHAPTER 4

### RESULTS AND DISCUSSION

#### 4.1 Preliminary Studies

##### 4.1.1 Use Case Diagram

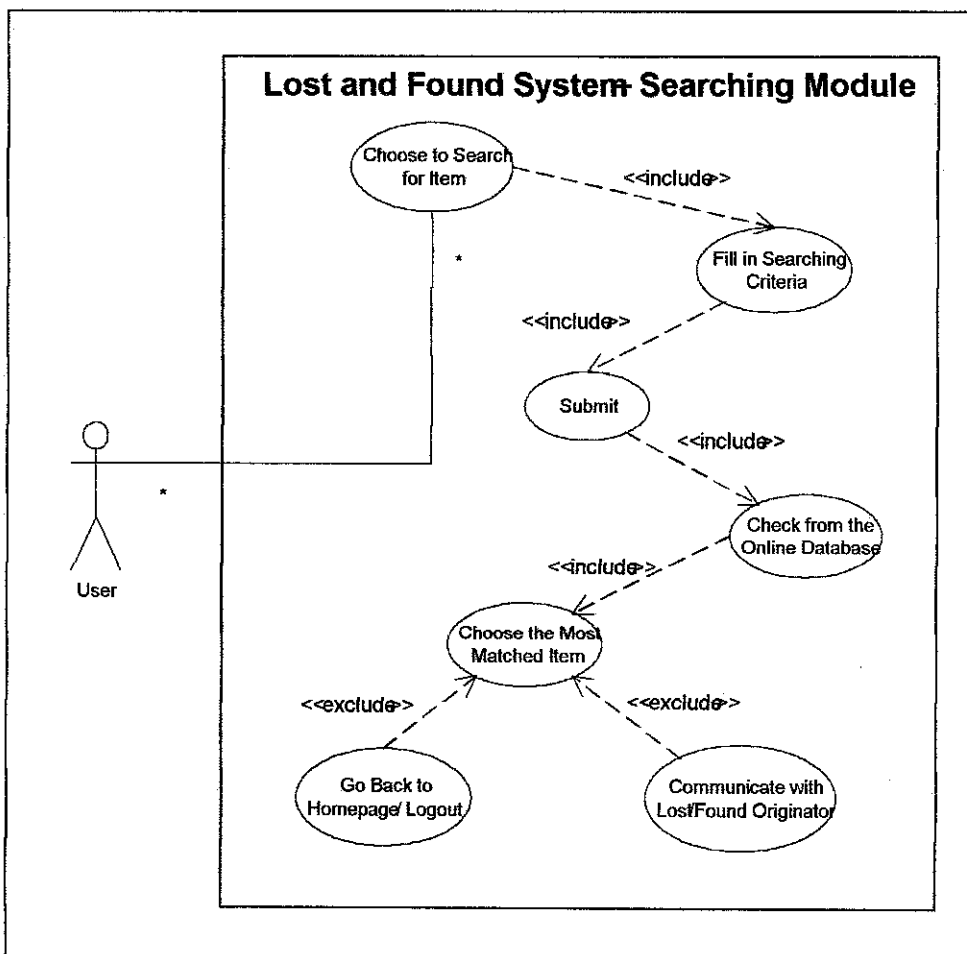


Figure 3.3: Use Case Diagram for System's Searching Module

The use case diagram is used to illustrate the basic functions of the system and how users are going to respond to it. It comprises of the actor (the user who will be using the system), the use case or functionalities of the system and the relationship that each use case has with each other, whether it is an 'include' or 'exclude' relationship. The 'include' relationship is a mandatory inclusion of another use case while the 'extend' relationship is an optional behaviour or extension of use case.

#### **4.1.2 Requirements-Gathering Technique – Questionnaires**

The questionnaire has been prepared and distributed to the people selected during the first phase. The target person includes the lecturers, staffs, students and other people (e.g., friends, relatives, and other end users). The purpose of the summary is to get their opinion on the development of the website whether it is necessary and beneficial to them or not.

The questionnaire listed below was originally made and discussed by the author and her team mate. It is a combination of an open-ended question with closed-ended question and it consists of general to specific questions given to the respondents. The questions are generated to get to know in detail of users' opinion and their expectations on the website that will be built. The questions are:

- Have you experienced losing any of your belongings?
- What will you usually do when you lost any thing?
- Have you ever found other people's belonging?
- What will you do when you found people's belonging?
- Have you ever get back your lost item?
- Do you aware that there are existing websites which provide services to track lost and found item?
- Have you experienced using any of the websites?
- Did you get back your lost item after you publish it on the website?
- Is the website easy to use?
- In your opinion, is it important to have a website in Malaysia whereby you can share your lost or found item with other people?
- If a website of lost and found item is developed, do you think it will help people to get back their missing item?

The result from the questionnaires distributed to twenty male students and twenty female students around Universiti Teknologi PETRONAS is captured in the table (refer to Table 4.1 at page 18) and charts (refer to Figure 4.1 and Figure 4.2 at page 19) as shown in the next pages.



Table 4.1: Results of questionnaires distributed to 40 students

Question	Types of Questions	Female		Male	
		Yes	No	Yes	No
Q1	Experience in losing belongings	17	3	19	1
Q3	Experience in finding others' belongings	18	2	19	1
Q5	Experience in finding back the missing items	16	4	14	6
Q6	Awareness of existing website for lost and found items (if no, proceed to 10)	3	17	11	9
Q7	Experience in using any online service websites (if no, proceed to 10)	0	3	0	1
Q8	Experience in getting back item after publish it in websites	0	0	0	0
Q9	Website graphical user interface (GUI)	0	0	0	0
Q10	Significance of developing Lost and Found Website in Malaysia	17	3	20	0
Q11	Agreed on whether new service website can help people find back missing items	17	3	19	1

\* Note: 0 means the questions are skipped and not answered by the respondents (because they answered 'No' for Q6 and Q7)

Results from the questionnaires above can be summarized as below:

- Majority of students have experienced in losing their own belongings and found others' belongings.
- Some of them will report to the police station on their missing or found items, while others try to search for their items in any possible places or just did nothing.
- Very few have experienced in using the online service websites available. They are not aware of the occurrences of these websites.
- Majority of them agreed on developing Lost and Found website in Malaysia and gave good feedbacks and high recommendations for the author to continue this project. The objective to develop MY Lost and Found website that can be used by people to search for item that they lost and also to advertise item that people found will be achievable.

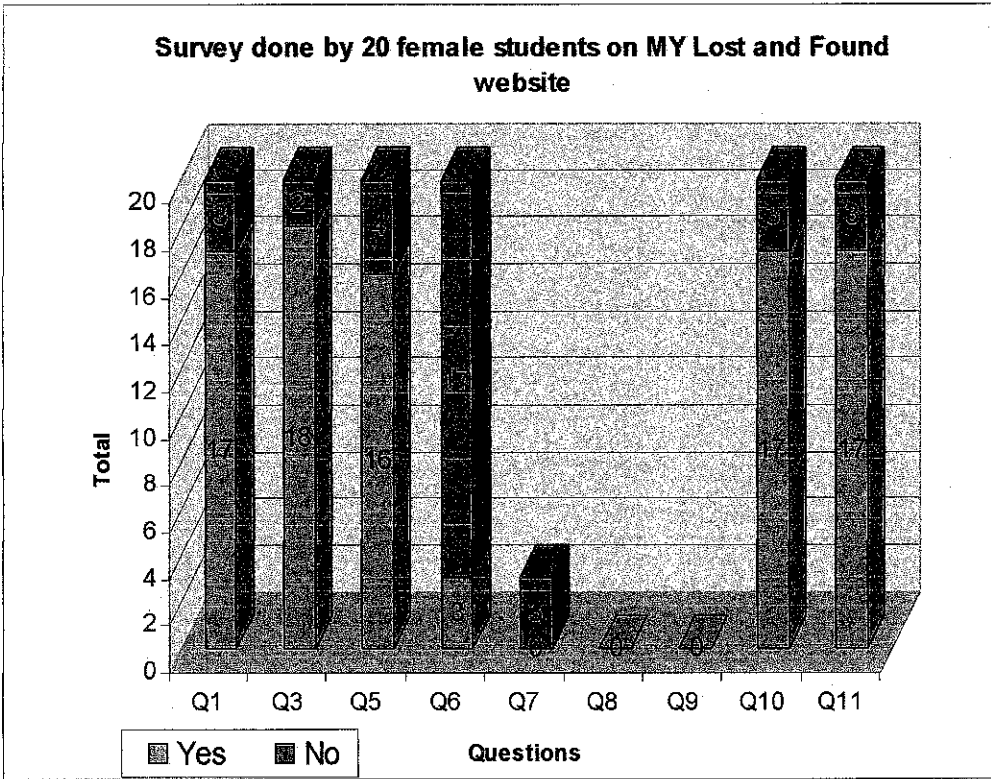


Figure 4.1: Results of Questionnaire (female) using Stacked Column Chart

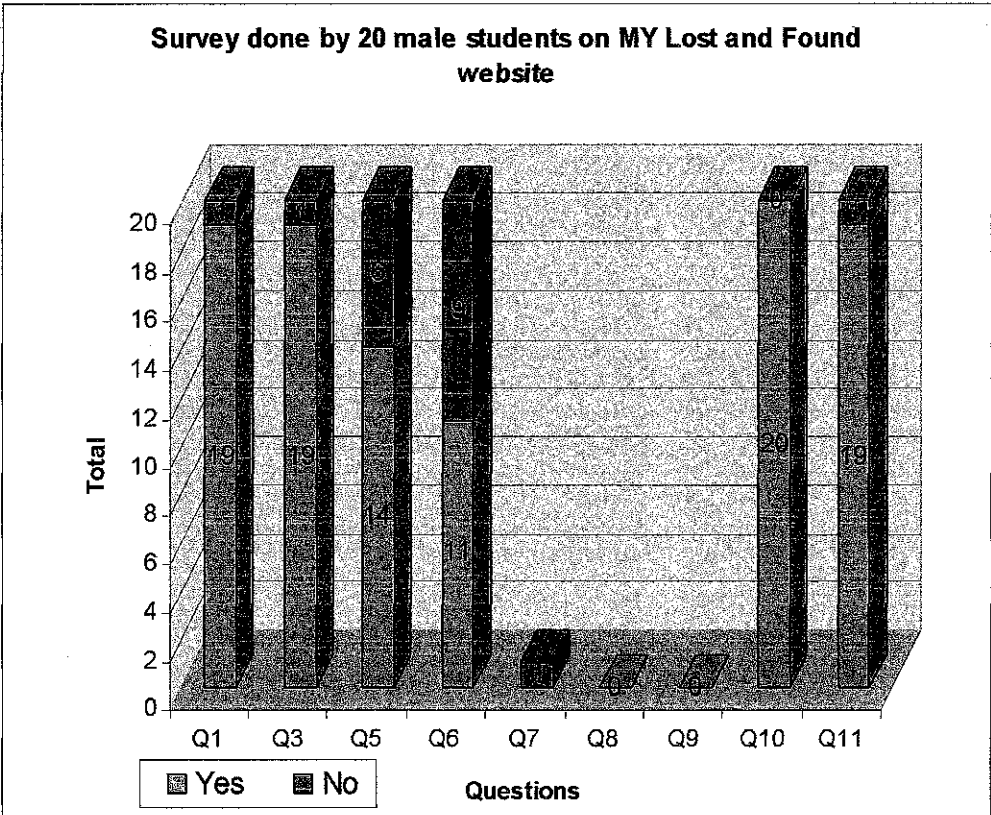


Figure 4.2: Results of Questionnaire (male) using Stacked Column Chart

## 4.2 Preliminary Results

In the preliminary results, the author explained about the website design and functionalities of each website’s local page. The user interfaces or screen prints of the System’s local pages are also attached in this section.

### 4.2.1 System’s Home Page

Figure 4.3 below shows the interface or screen print of the System’s Home Page. New user has to register first by clicking either at ‘Sign Up’ sign at the top-left side of the website or below the ‘User Login’ column. If the user is already a member for this website, user will just need to log in into the site and can straight away use the service.

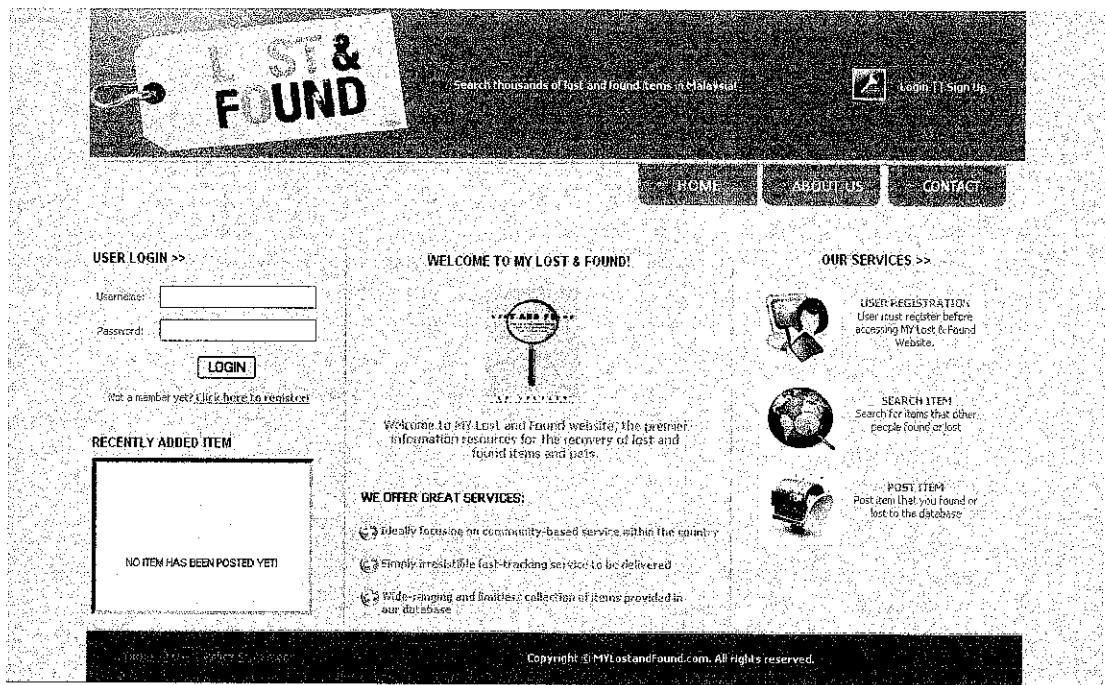


Figure 4.3: System’s Home Page

About Us illustrates the history of MY Lost and Found website, strategy that it wants to achieve and also other acknowledgements or highlights about this online service. The Contact tab is where the users give feedbacks after using the website (e.g., supports, opinions or recommendations to the website to perform better services later on).

### 4.2.2 System's Menu Page

After user logs in to the website, MY Lost and Found Menu Page will be displayed. It illustrates the services that the website provides – which consists of three sections - Manage Your Account, Search for an Item, and Post Item sections. Figure 4.4 shown below will be the screen print of the System's Menu Page.



Figure 4.4: System's Menu Page

### 4.2.3 System's Services – Search Item Page

The services provided in the application are the service for posting lost or found item and the service for searching the lost and found item. MY Lost and Found Services Page divides these two services into Post Item page and Search Item page. As for the author part, Search Item page is the module that the author needs to stress on. User who wants to search for any lost or found data have to fill up the required fields of the item category, brand, colour, age and date of the lost or found item. To look in more detail on how the Search Item page works, refer to Figure 4.5: System's Services - Search Item Page.

12345678910111213141516171819202122232425262728293031323334353637383940414243444546474849505152535455565758596061626364656667686970717273747576777879808182838485868788899091929394959697989910010110210310410510610710810911011111211311411511611711811912012112212312412512612712812913013113213313413513613713813914014114214314414514614714814915015115215315415515615715815916016116216316416516616716816917017117217317417517617717817918018118218318418518618718818919019119219319419519619719819920020120220320420520620720820921021121221321421521621721821922022122222322422522622722822923023123223323423523623723823924024124224324424524624724824925025125225325425525625725825926026126226326426526626726826927027127227327427527627727827928028128228328428528628728828929029129229329429529629729829930030130230330430530630730830931031131231331431531631731831932032132232332432532632732832933033133233333433533633733833934034134234334434534634734834935035135235335435535635735835936036136236336436536636736836937037137237337437537637737837938038138238338438538638738838939039139239339439539639739839940040140240340440540640740840941041141241341441541641741841942042142242342442542642742842943043143243343443543643743843944044144244344444544644744844945045145245345445545645745845946046146246346446546646746846947047147247347447547647747847948048148248348448548648748848949049149249349449549649749849950050150250350450550650750850951051151251351451551651751851952052152252352452552652752852953053153253353453553653753853954054154254354454554654754854955055155255355455555655755855956056156256356456556656756856957057157257357457557657757857958058158258358458558658758858959059159259359459559659759859960060160260360460560660760860961061161261361461561661761861962062162262362462562662762862963063163263363463563663763863964064164264364464564664764864965065165265365465565665765865966066166266366466566666766866967067167267367467567667767867968068168268368468568668768868969069169269369469569669769869970070170270370470570670770870971071171271371471571671771871972072172272372472572672772872973073173273373473573673773873974074174274374474574674774874975075175275375475575675775875976076176276376476576676776876977077177277377477577677777877978078178278378478578678778878979079179279379479579679779879980080180280380480580680780880981081181281381481581681781881982082182282382482582682782882983083183283383483583683783883984084184284384484584684784884985085185285385485585685785885986086186286386486586686786886987087187287387487587687787887988088188288388488588688788888989089189289389489589689789889990090190290390490590690790890991091191291391491591691791891992092192292392492592692792892993093193293393493593693793893994094194294394494594694794894995095195295395495595695795895996096196296396496596696796896997097197297397497597697797897998098198298398498598698798898999099199299399499599699799899910001001100210031004100510061007100810091010101110121013101410151016101710181019102010211022102310241025102610271028102910301031103210331034103510361037103810391040104110421043104410451046104710481049105010511052105310541055105610571058105910601061106210631064106510661067106810691070107110721073107410751076107710781079108010811082108310841085108610871088108910901091109210931094109510961097109810991100110111021103110411051106110711081109111011111112111311141115111611171118111911201121112211231124112511261127112811291130113111321133113411351136113711381139114011411142114311441145114611471148114911501151115211531154115511561157115811591160116111621163116411651166116711681169117011711172117311741175117611771178117911801181118211831184118511861187118811891190119111921193119411951196119711981199120012011202120312041205120612071208120912101211121212131214121512161217121812191220122112221223122412251226122712281229123012311232123312341235123612371238123912401241124212431244124512461247124812491250125112521253125412551256125712581259126012611262126312641265126612671268126912701271127212731274127512761277127812791280128112821283128412851286128712881289129012911292129312941295129612971298129913001301130213031304130513061307130813091310131113121313131413151316131713181319132013211322132313241325132613271328132913301331133213331334133513361337133813391340134113421343134413451346134713481349135013511352135313541355135613571358135913601361136213631364136513661367136813691370137113721373137413751376137713781379138013811382138313841385138613871388138913901391139213931394139513961397139813991400140114021403140414051406140714081409141014111412141314141415141614171418141914201421142214231424142514261427142814291430143114321433143414351436143714381439144014411442144314441445144614471448144914501451145214531454145514561457145814591460146114621463146414651466146714681469147014711472147314741475147614771478147914801481148214831484148514861487148814891490149114921493149414951496149714981499150015011502150315041505150615071508150915101511151215131514151515161517151815191520152115221523152415251526152715281529153015311532153315341535153615371538153915401541154215431544154515461547154815491550155115521553155415551556155715581559156015611562156315641565156615671568156915701571157215731574157515761577157815791580158115821583158415851586158715881589159015911592159315941595159615971598159916001601160216031604160516061607160816091610161116121613161416151616161716181619162016211622162316241625162616271628162916301631163216331634163516361637163816391640164116421643164416451646164716481649165016511652165316541655165616571658165916601661166216631664166516661667166816691670167116721673167416751676167716781679168016811682168316841685168616871688168916901691169216931694169516961697169816991700170117021703170417051706170717081709171017111712171317141715171617171718171917201721172217231724172517261727172817291730173117321733173417351736173717381739174017411742174317441745174617471748174917501751175217531754175517561757175817591760176117621763176417651766176717681769177017711772177317741775177617771778177917801781178217831784178517861787178817891790179117921793179417951796179717981799180018011802180318041805180618071808180918101811181218131814181518161817181818191820182118221823182418251826182718281829183018311832183318341835183618371838183918401841184218431844184518461847184818491850185118521853185418551856185718581859186018611862186318641865186618671868186918701871187218731874187518761877187818791880188118821883188418851886188718881889189018911892189318941895189618971898189919001901190219031904190519061907190819091910191119121913191419151916191719181919192019211922192319241925192619271928192919301931193219331934193519361937193819391940194119421943194419451946194719481949195019511952195319541955195619571958195919601961196219631964196519661967196819691970197119721973197419751976197719781979198019811982198319841985198619871988198919901991199219931994199519961997199819992000200120022003200420052006200720082009201020112012201320142015201620172018201920202021202220232024202520262027202820292030203120322033203420352036203720382039204020412042204320442045204620472048204920502051205220532054205520562057205820592060206120622063206420652066206720682069207020712072207320742075207620772078207920802081208220832084208520862087208820892090209120922093209420952096209720982099210021012102210321042105210621072108210921102111211221132114211521162117211821192120212121222123212421252126212721282129213021312132213321342135213621372138213921402141214221432144214521462147214821492150215121522153215421552156215721582159216021612162216321642165216621672168216921702171217221732174217521762177217821792180218121822183218421852186218721882189219021912192219321942195219621972198219922002201220222032204220522062207220822092210221122122213221422152216221722182219222022212222222322242225222622272228222922302231223222332234223522362237223822392240224122422243224422452246224722482249225022512252225322542255225622572258225922602261226222632264226522662267226822692270227122722273227422752276227722782279228022812282228322842285228622872288228922902291229222932294229522962297229822992300230123022303230423052306230723082309231023112312231323142315231623172318231923202321232223232324232523262327232823292330233123322333233423352336233723382339234023412342234323442345234623472348234923502351235223532354235523562357235823592360236123622363236423652366236723682369237023712372237323742375237623772378237923802381238223832384238523862387238823892390239123922393239423952396239723982399240024012402240324042405240624072408240924102411241224132414241524162417241824192420242124222423242424252426242724282429243024312432243324342435243624372438243924402441244224432444244524462447244824492450245124522453245424552456245724582459246024612462246324642465246624672468246924702471247224732474247524762477247824792480248124822483248424852486248724882489249024912492249324942495249624972498249925002501250225032504250525062507250825092510251125122513251425152516251725182519252025212522252325242525252625272528252925302531253225332534253525362537253825392540254125422543254425452546254725482549255025512552255325542555255625572558255925602561256225632564256525662567256825692570257125722573257425752576257725782579258025812582258325842585258625872588258925902591259225932594259525962597259825992600260126022603260426052606260726082609261026112612261326142615261626172618261926202621262226232624262526262627262826292630263126322633263426352636263726382639264026412642264326442645264626472648264926502651265226532654265526562657265826592660266126622663266426652666266726682669267026712672267326742675267626772678267926802681268226832684268526862687268826892690269126922693269426952696269726982699270027012702270327042705270627072708270927102711271227132714271527162717271827192720272127222723272427252726272727282729273027312732273327342735273627372738273927402741274227432744274527462747274827492750275127522753275427552756275727582759276027612762276327642765276627672768276927702771277227732774277527762777277827792780278127822783278427852786278727882789279027912792279327942795279627972798279928002801280228032804280528062807280828092810281128122813281428152816281728182819282028212822282328242825282628272828282928302831283228332834283528362837283828392840284128422843284428452846284728482849285028512852285328542855285628572858285928602861286228632864286528662867286828692870287128722873287428752876287728782879288028812882288328842885288628872888288928902891289228932894289528962897289828992900290129022903290429052906290729082909291029112912291329142915291629172918291929202921292229232924292529262927292829292930293129322933293429352936293729382939294029412942294329442945294629472948294929502951295229532954295529562957295829592960296129622963296429652966296729682969297029712972297329742975297629772978297929802981298229832984298529862987298829892990299129922993299429952996299729982999300030013002300330043005300630073008300930103011301230133014301530163017301830193020302130223023302430253026302730283029303030313032303330343035303630373038303930403041304230433044304530463047304830493050305130523053305430553056305730583059306030613062306330643065306630673068306930703071307230733074307530763077307830793080308130823083308430853086308730883089309030913092309330943095309630973098309931003101310231033104310531063107310831093110311131123113311431153116311731183119312031213122312331243125312631273128312931303131313231333134313531363137313831393140314131423143314431453146314731483149315031513152315331543155315631573158315931603161316231633164316531663167316831693170317131723173317431753176317731783179318031813182318331843185318631873188318931903191319231933194319531963197319831993200320132023203320432053206320732083209321032113212321332143215321632173218321932203221322232233223432253226322732283229323032313232323332343235323632373238323932403241324232433244324532463247324832493250325132523253325432553256325732583259326032613262326332643265326632673268326932703271327232733274327532763277327832793280328132823283328432853286328732883289329032913292329332943295329632973298329933003301330233033304330533063307330833093310331133123313331433153316331733183319332033213322332333243325332633273328332933303331333233333334333533363337333833393340334133423343334433453346334733483349335033513352335333543355335633573358335933603361336233633

## **CHAPTER 5**

### **CONCLUSION AND RECOMMENDATION**

#### **5.1 Conclusion**

The website application presented the simple and user-friendly Graphical User Interface for capturing lost and found item's description. The searching and posting modules have been integrated to solve the matching problem. Questionnaires have been prepared and distributed to the people selected at an earlier stage to get feedbacks and people awareness on the existence of Lost and Found Website as well as a proof to show that this project was very useful to be developed within this country. Overall, this online service is being developed with a solution to match the lost item with the found item using appropriate algorithms coding, and it is expected to benefit the individuals and authorities to solve reports on missing and found items. MY Lost and Found will be the fundamental platform for Malaysian community to exchange their lost and found item's information through Internet.

#### **5.2 Recommendation**

There are a few recommendations that could be done on the project of MY Lost and Found website for further enhancements. Those recommendations are:

- Email alert will be sent automatically to the originator (those who found the lost or found item) if there are users who advertise item with similar criteria mentioned by the originator
- Website-based is changed to system-based in order to narrow down the scope area, therefore the chances of getting back the missing item are higher

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APPENDIX 1: MY Lost and Found Gantt chart

No	Task Name	Start	Finish	Duration	Feb 2009	Mar 2009	Apr 2009	May 2009	Jun 2009	Jul 2009	Aug 2009	Sep 2009	Oct 2009
1	Planning	2/2/2009	13/2/2009	2w	2/2	3/2	4/2	5/2	6/2	7/2	8/2	9/2	10/2
2	Outline the project objectives	2/2/2009	6/2/2009	1w	2/2	3/2	4/2	5/2	6/2	7/2	8/2	9/2	10/2
3	Determine the scope of work	5/2/2009	11/2/2009	1w	5/2	6/2	7/2	8/2	9/2	10/2	11/2	12/2	13/2
4	Set the project boundary	9/2/2009	13/2/2009	1w	9/2	10/2	11/2	12/2	13/2	14/2	15/2	16/2	17/2
5	Analysis	12/2/2009	11/3/2009	4w	12/2	13/2	14/2	15/2	16/2	17/2	18/2	19/2	20/2
6	Review current system	12/2/2009	19/2/2009	1.2w	12/2	13/2	14/2	15/2	16/2	17/2	18/2	19/2	20/2
7	Distribute questionnaire and analyze the result	16/2/2009	10/3/2009	3.4w	16/2	17/2	18/2	19/2	20/2	21/2	22/2	23/2	24/2
8	Sketch design for user interface	16/2/2009	10/3/2009	3.4w	16/2	17/2	18/2	19/2	20/2	21/2	22/2	23/2	24/2
9	Sketch design for database	16/2/2009	10/3/2009	3.4w	16/2	17/2	18/2	19/2	20/2	21/2	22/2	23/2	24/2
10	Design	1/5/2009	24/6/2009	7.9w	1/5	2/5	3/5	4/5	5/5	6/5	7/5	8/5	9/5
11	Design the user interface	1/5/2009	24/6/2009	7.9w	1/5	2/5	3/5	4/5	5/5	6/5	7/5	8/5	9/5
12	Design the database	1/5/2009	24/6/2009	7.9w	1/5	2/5	3/5	4/5	5/5	6/5	7/5	8/5	9/5
13	Implementation	22/6/2009	9/10/2009	16w	22/6	23/6	24/6	25/6	26/6	27/6	28/6	29/6	30/6
14	Construct the overall system	22/6/2009	9/10/2009	16w	22/6	23/6	24/6	25/6	26/6	27/6	28/6	29/6	30/6
15	Testing	22/9/2009	9/10/2009	2.8w	22/9	23/9	24/9	25/9	26/9	27/9	28/9	29/9	30/9
16	Re-analysis re-design and re-implementation	12/10/2009	18/10/2009	1w	12/10	13/10	14/10	15/10	16/10	17/10	18/10	19/10	20/10

## APPENDIX 2: Questionnaires

**Please help us do this survey:**

Gender :      ☐ Male              ☐ Female

Age :              :

1. Have you experienced losing any of your belongings?  
☐ Yes  
☐ No
2. What will you usually do when you lost any thing?
  - a. Make a police report
  - b. No effort done
  - c. Try to search at every possible place
  - d. Others
3. Have you ever found other people's belonging?  
☐ Yes  
☐ No
4. What will you do when you found people's belonging?
  - a. Make a police report
  - b. Just keep the item with you
  - c. Others
5. Have you ever get back your lost item?  
☐ Yes  
☐ No
6. Do you aware that there are existing websites which provide services to track lost and found item?  
☐ Yes  
☐ No (if no, please proceed to question 10)

7. Have you experienced using any of the websites?
- ☐ Yes
- ☐ No (if no, please proceed to question 10)
8. Did you get back your lost item after you publish it on the website?
- ☐ Yes
- ☐ No
9. Is the website easy to be use?
- ☐ Yes
- ☐ No
10. In your opinion, is it important to have a website in Malaysia whereby you can share your lost or found item with other people?
- ☐ Yes
- ☐ No
11. If a website of lost and found item is developed, do you think it will help people find back their missing item? Give your opinion.
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12. Any other comments?
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